

09/25/97 15:24 AT+T L+GA → 9198212999  
 SEP-25-1997 14:50 FROM KY SGA

TO

14048107076 P.07

In addition to the "Average" time for each of these items, this report also provides two segmentations of the raw data for more meaningful analysis. The first three columns provide the gross distribution (number of reports and percent of total) broken down into the following time intervals: ≤10 sec.; >10 sec. and >30 sec. The next seven columns provide the same data with more precision: >0 but ≤4; >4 but ≤6; >6 but ≤8; >8 but ≤10; >10 but ≤15; >15 but ≤20 and >20 but ≤30 seconds. The number of reports for each time slice is also stated.

Note: The number of reports that achieve an 'end' time are typically less than the number of reports 'started'. This is because reports 'canceled' in TAFI are not sent to LMOS (i.e., the initiated LMOS report is canceled).

### **Start of Call to End of Master Flow Elapsed Time report**

The TAFI 'Master Flow' contains all of the legacy system data requests, checks made on this data, initial actions caused by values received<sup>1</sup>, and user selection of Main Menu options to initiate a specific trouble flow. The average time (in seconds) it takes TAFI to complete these transactions, along with the same statistical breakdown described above, is given in this report.

Note: User expertise with the system can impact this value (i.e., how fast the user gets through the Main Menu options).

Note: The number of reports that complete the Master Flow are often fewer than the number of reports sent to LMOS (have an 'end' time) because a report could be canceled or overridden by the user (i.e., manually routed without TAFI's analysis) prior to completing the Master Flow.

### **TAFI Response Time Report (Legacy System Access)**

This report shows the total number of legacy system requests for each legacy transaction type, along with the statistical breakdown of response time. (The response time breakdown on this report is identical in structure described earlier except that the last column (20 - 30 seconds) is broken into two columns (20 - 25 and 25 - 30 seconds).

The 'lmos' entry represents the initial TE/TR transaction while the 'lmosupd' data reflects the actual sending of a completed report to LMOS.

Note: The total number of data requests for a given legacy transaction may exceed the number of trouble reports because TAFI may issue multiple requests for the same legacy

<sup>1</sup> e.g., if the LMOS TR indicates that the report is a 'repeat', generate a request to obtain the DATH report from the LMOS Host.

system (i.e., the first request may have timed out requiring a second attempt, etc.). Also, not every legacy system transaction is required for every trouble report - TAFI only requests the data needed to analyze and process the report.

#### **Comments on the August data:**

(1) (All reports) While the data provided shows the response time comparison trends between the CLEC TAFI and BST TAFI systems, one must also take into account the significant differences in sample sizes.

(2) (Start/End) In August, CLECs generated 868 TAFI transactions<sup>4</sup> but the number of "start" transactions only totaled 651. This was caused by 250 TAFI transactions being aborted (by TAFI) because the telephone number entered by the CLEC user did not belong to the CLEC. This anomaly is caused by either the CLEC user entering the wrong telephone number or the CRIS record had not been updated to reflect the CLEC's ownership at the time the report was entered. Enhancements to TAFI are being developed to minimize the impact of the CRIS update delay (typically the next business day after the service order closes).

The CLEC Usage report (showing 868 reports) only counts reports entered by CLEC users. The response time reports count all transactions entered on the CLEC TAFI processors, regardless of user. For example, 651 'start' reports + 250 aborted reports = 901 TAFI reports. However, only 868 of these were CLEC generated and the difference (33 reports) was generated by BST users (i.e., system manager making test reports, etc.).

(3) (Start/End) The CLEC user can enter a trouble report for a customer located anywhere in BellSouth's region. This flexibility causes TAFI to log off of one LMOS area and then connect to and log into another LMOS area - given sequentially generated CLEC customer reports are geographically distributed across the region. This switching between LMOS areas will add time to the average start time statistic<sup>5</sup>.

This functionality is also available to the BST users but the impact is significantly reduced because BST users typically receive reports from customers located in the same geography (i.e., the Birmingham RRC typically takes reports from Alabama customers).

(4) (Master Flow) When a CLEC user initiates a report, TAFI obtains an extra LMOS Host transaction (DLEX) not used for BST users. This will increase the average time slightly for these users (compared to BST users).

<sup>4</sup> The number of reports generated by CLEC users was determined by running the 'CODES' report for users with an employee code = 001 and subtracting reports generated by non-CLEC ID's (e.g. Irktrys - the Project Manager).

<sup>5</sup> Enhancements to TAFI to utilize Navigator contracts for LMOS access (scheduled for 1Q98) will eliminate this switching delay.

SEP-25-1997 14:51 FROM KY SGA

TO

14048107076 P.09

SERVICE LIST - PSC 96-508

Hon. Eric L. Ison  
Hon. Holland N. McTysaire V  
Greenebaum Doll & McDonald PLLC  
3300 National City Tower  
101 S. 5th Street  
Louisville, KY 40202

Hon. Robin D. Dunson  
AT&T Communications  
Promenade I  
1200 Peachtree Street, NE  
Atlanta, GA 30309

Mr. Ed Hancock  
AT&T Communications  
245 West Main Street  
Frankfort, KY 40601

Hon. Kendrick R. Riggs  
Hon. Allyson K. Sturgeon  
Ogden, Newell & Welch  
1700 Citizens Plaza  
500 W. Jefferson Street  
Louisville, KY 40202-2874

Hon. Benjamin Fincher  
Sprint Communications Co., LP  
3100 Cumberland Circle  
Mailstop: GAATLNO202  
Atlanta, GA 30339

Hon. C. Kent Hatfield  
Hon. Henry S. Alford  
Middleton & Reutlinger  
2500 Brown & Williamson Tower  
Louisville, KY 40202

Hon. Susan J. Berlin  
MCI Telecommunications Corp.  
Suite 700  
780 Johnson Ferry Road  
Atlanta, GA 30342

Pamela L. Meitner  
LCI International Telecom Corp.  
8180 Greensboro Dr., Ste. 900  
McLean, VA 22102

Katherine K. Yunker  
836 Euclid Avenue, Suite 301  
P. O. Box 21784  
Lexington, KY 40522-1784

Claire C. Daly  
WorldCom, Inc.  
Suite 200  
201 Energy Parkway  
Lafayette, LA 70508-3939

Thomas A. Marshall, Esq.  
P. O. Box 223  
Frankfort, KY 40602-0223

John E. Selant, Esq.  
Dinsmore & Shohl LLP  
2000 Meidinger Tower  
Louisville, KY 40202

Hon. Steven F. Morris  
Hogan & Hartson LLP  
555 Thirteenth Street, N.W.  
Washington, DC 20004-1109

Mr. Terry Monroe  
CompTel  
Suite 800  
1900 M Street, N.W.  
Washington, DC 20036

Hon. James G. Campbell  
Attorney for DeltaCom  
Campbell & Campbell, PSC  
1841 Plantside Drive  
Louisville, KY 40299

Ms. Nanette Edwards  
DeltaCom, Inc.  
700 Boulevard South, Ste. 101  
Huntsville, AL 35802

Hon. John N. Hughes  
Attorney at Law  
124 West Todd Street  
Frankfort, KY 40601

Mr. Andrew O. Isar  
Telecommunications Resellers Assoc.  
4312 92nd Avenue, N.W.  
Gig Harbor, WA 98333-4461

# ATTACHMENT 51

H, P, X, S, Y, Z:

BEFORE THE  
COMMONWEALTH OF KENTUCKY  
PUBLIC SERVICE COMMISSION

IN THE MATTER OF:  
INVESTIGATION CONCERNING THE  
PROPRIETY OF PROVISION OF  
INTERLATA SERVICES BY BELLSOUTH  
TELECOMMUNICATIONS, INC., PURSUANT  
TO THE TELECOMMUNICATIONS ACT OF

CASE NO. 96-608

TRANSCRIPT OF EVIDENCE  
VOLUME II

DATE OF HEARING: August 26, 1997

1

APPEARANCES CONTINUED  
COUNSEL FOR AT&T COMMUNICATIONS OF THE  
SOUTH CENTRAL STATES, INC.:  
HON. HOLLAND McTYEIRE  
GREENEBAUM, DOLL & McDONALD  
3300 NATIONAL CITY TOWER  
101 SOUTH FIFTH STREET  
LOUISVILLE, KENTUCKY 40202  
HON. ROBIN DUNSON  
1200 PEACHTREE STREET  
ATLANTA, GEORGIA 30309  
HON. MARGARET RHODES  
McKENNA & CUNEO  
1900 K STREET, N.W.  
WASHINGTON, D.C. 20006  
HON. WILLIAM R. STOUGHTON  
5700 BANK ONE CENTER  
1717 MAIN STREET  
DALLAS, TEXAS 75201-7370  
HON. STEVE A. MATTHEWS  
SINKLER & BOYD, P.A.  
THE PALMETTO CENTER, SUITE 1200  
1426 MAIN STREET  
P. O. BOX 11889  
COLUMBIA, SOUTH CAROLINA 29211-1889  
COUNSEL FOR SPRINT COMMUNICATIONS COMPANY L.P.:  
HON. BENJAMIN FINCHER  
SPRINT COMMUNICATIONS COMPANY L.P.  
3100 CUMBERLAND CIRCLE  
ATLANTA, GEORGIA 30339  
HON. JACK HUGHES  
124 WEST HIGH STREET  
FRANKFORT, KENTUCKY 40601  
(APPEARANCES CONTINUED TO PAGE 4)

APPEARANCES

HON. LINDA K. BREATHITT, CHAIRWOMAN  
HON. EDWARD J. HOLMES, VICE CHAIRMAN  
HON. B. J. HELTON, COMMISSIONER  
HON. DEBORAH EVERSOLE, COUNSEL FOR COMMISSION STAFF  
HON. WILLIAM WILLIS, COUNSEL FOR COMMISSION STAFF  
COUNSEL FOR BELLSOUTH TELECOMMUNICATIONS, INC.:  
HON. CREIGHTON MERSHON  
SOUTH CENTRAL BELL  
601 WEST CHESTNUT STREET  
P. O. BOX 32410  
LOUISVILLE, KENTUCKY 40232  
HON. THOMAS ALEXANDER  
HON. PHILLIP CARVER  
HON. WILLIAM J. ELLENBERG II  
BELLSOUTH TELECOMMUNICATIONS, INC.  
675 WEST PEACHTREE STREET, SUITE 4300  
ATLANTA, GEORGIA 30375-0001  
COUNSEL FOR BELLSOUTH LONG DISTANCE, INC.:  
HON. KENDRICK RIGGS  
OGDEN, NEWELL & WELCH  
1700 CITIZENS PLAZA  
500 WEST JEFFERSON STREET  
LOUISVILLE, KENTUCKY 40202  
COUNSEL FOR AMERICAN COMMUNICATIONS SERVICES, INC.:  
HON. JOHN E. SELENT  
DINSMORE & SHOHL  
2000 MEIDINGER TOWER  
LOUISVILLE, KENTUCKY 40202

(APPEARANCES CONTINUED TO PAGE 3)

APPEARANCES CONTINUED

COUNSEL FOR MCI TELECOMMUNICATIONS CORPORATION:  
HON. KENT HATFIELD  
HON. HENRY S. ALFORD  
MIDDLETON & REUTLINGER  
2500 BROWN & WILLIAMSON TOWER  
LOUISVILLE, KENTUCKY 40202  
HON. SUSAN BERLIN  
HON. MARSHA WARD  
MCI TELECOMMUNICATIONS CORPORATION  
780 JOHNSON FERRY ROAD, SUITE 700  
ATLANTA, GEORGIA 30342

INDEX		Page 5
	PAGE NO.	
Appearances	2-4	
Discussion	6-8	
GLORIA CALHOUN		
Direct Examination by Mr. Ellenberg	8-15	
Examination by Chairwoman Breathitt	15	
Direct Examination by Mr. Ellenberg	15-43	
Cross Examination by Mr. Selent	44-50	
Redirect Examination by Mr. Ellenberg	50-52	
Recross Examination by Mr. Selent	52	
Cross Examination by Mr. Stoughton	54-77	
Examination by Chairwoman Breathitt	77	
Cross Examination by Mr. Stoughton	77-90	
Examination by Chairwoman Breathitt	90	
Cross Examination by Mr. Stoughton	90-97	
Examination by Chairwoman Breathitt	97-99	
Cross Examination by Mr. Stoughton	99-122	
Cross Examination by Ms. Ward	122-147	
Examination by Chairwoman Breathitt	147	
Cross Examination by Ms. Ward	147-196	
Examination by Chairwoman Breathitt	196	
Cross Examination by Ms. Ward	196-228	
Cross Examination by Mr. Selent	229-253	
Examination by Chairwoman Breathitt	253	
Cross Examination by Mr. Selent	253-257	
Cross Examination by Ms. Eversole	258-266	
Examination by Vice Chairman Holmes	266	
Cross Examination by Ms. Eversole	266	
Examination by Vice Chairman Holmes	266-267	
Cross Examination by Ms. Eversole	268-272	
Redirect Examination by Mr. Ellenberg	273-279	
Recross Examination by Ms. Ward	279-281	
Discussion	281	
Reporter's Certificate	282	

1 MR. McTYEIRE:

2 Just for clarification, are parties going to be allowed  
3 to ask questions at the conclusion if we have something  
4 we need to do here prior to adjourning back to the  
5 hearing room, or would it be more appropriate to ask  
6 questions during the presentation?

7 CHAIRWOMAN BREATHITT:

8 Well, since I don't know much about this, maybe you  
9 could direct that question to counsel, if it's a  
10 question that needs to be asked for the application  
11 here, if that's what you want to know.

12 MR. McTYEIRE:

13 I think it's your all's intent that she gets to proceed  
14 uninterrupted. Is that . . .

15 MR. ELLENBERG:

16 As you would with any summary of testimony, I think  
17 that's appropriate, and I think it will keep things as  
18 orderly as possible. If there are a few questions that  
19 perhaps need to be asked here, when she's concluded the  
20 presentation, I think it might be appropriate for a few  
21 questions, but, just to make sure we stay in the order  
22 of appearances, and so forth, it would be better to go  
23 back to the Commission.

24 CHAIRWOMAN BREATHITT:

25 I think clarifying questions, while you have the

1 CHAIRWOMAN BREATHITT:

2 Good morning, everyone. We are here for the second day  
3 of our hearing, and, at this time, I would like to  
4 swear the witness in and begin this morning's  
5 proceeding.

6 WITNESS SWORN

7 MR. ELLENBERG:

8 Thank you, Chairman and Commissioners. For the record,  
9 I'm William Ellenberg. I'll be doing the direct  
10 examination of Ms. Calhoun. I'm sure you noticed this  
11 morning we've provided a copy of a glossary of acronyms  
12 that will be referred to or have been referred to.  
13 Hopefully, that will be a little help to you.

14 VICE CHAIRMAN HOLMES:

15 Thank you.

16 MR. ELLENBERG:

17 I have additional copies for the parties if they're  
18 interested in having one as well. For the sake of  
19 clarification, to make sure we're all on the same page  
20 and we can go as orderly as possible this morning, we  
21 intend to conduct the direct examination of Ms. Calhoun  
22 here this morning. She will do the demonstration in  
23 context of her summary, and then we'll adjourn and  
24 return to the Commission's building for cross  
25 examination. That's our understanding of how we'll go.

1 application up, if we can make sure you don't cross  
2 that line into something that really could be asked  
3 back at the Commission where I think the setting is  
4 probably better for all of us.

5 MR. ELLENBERG:

6 I think our intent is to limit that as much as  
7 possible, but, clearly, I think some of the AT&T folks  
8 have seen this before, but there may be a need to ask  
9 something here, so I guess we will proceed with the  
10 intent to do any clarification regarding the  
11 presentation at the end. Thank you.

12 CHAIRWOMAN BREATHITT:

13 Okay.

14 The witness, GLORIA CALHOUN, after having been  
15 first duly sworn, testified as follows:

16 DIRECT EXAMINATION

17 BY MR. ELLINGTON:

18 Q. Ms. Calhoun, would you state your full name for the  
19 record, please?

20 A. Gloria Calhoun.

21 Q. And by whom are you employed?

22 A. By BellSouth Telecommunications, Inc.

23 Q. What's your business address?

24 A. 675 West Peachtree Street, N.E., in Atlanta.

25 Q. And what is your position with BellSouth

1 A. They currently can handle a minimum of that. We've far  
 2 exceeded that in volume testing.  
 3 Q. Okay, and, just to do the math, if you divided that  
 4 over the nine BellSouth states, that's about a little  
 5 over - that's about 555 orders per state; is that  
 6 correct?  
 7 A. I'll accept your math, subject to check.  
 8 Q. Okay, and are you aware, I believe, on average, that  
 9 you could say there are probably at least 50 CLECs or  
 10 BellSouth has, what, 65 Interconnection Agreements with  
 11 CLECs in Kentucky, so just to say, on average, if  
 12 there's 50 CLECs in each state, that the math comes out  
 13 to be about 11 orders per day per CLEC?  
 14 A. Well, the math comes out that way, but I don't think  
 15 that has any bearing on what we're actually seeing in  
 16 the marketplace or what we anticipate. I go back to  
 17 what I explained earlier, and that is that we don't  
 18 develop the interfaces in a vacuum. There's forecast  
 19 information, much of which is provided by the CLECs  
 20 themselves. We have indications through our contacts  
 21 with the CLECs who might be using electronic interfaces  
 22 who might choose not to do so, so the systems are sized  
 23 to exceed the forecasted - to meet or exceed the  
 24 forecasted volume that's anticipated through the  
 25 systems.

1 Q. Ms. Calhoun, if MCI is placing 11 orders a day and  
 2 ramps up even, you know, well within the capacity of  
 3 what EDI or LENS can take today, if other CLECs are  
 4 similarly situated, it really wouldn't take them too  
 5 long to double their 11 orders to 22. That would not  
 6 be a significant event individually; would it?  
 7 A. Well, we don't look at systems' capacity management on  
 8 an individual event basis or an individual CLEC basis.  
 9 You manage the capacity of the system by monitoring the  
 10 load on the system in the aggregate.  
 11 Q. Regarding TAFI in maintenance and repair, has BellSouth  
 12 presented the results of its internal test for the  
 13 capacity of TAFI in this proceeding?  
 14 A. I've described that testing process in my testimony.  
 15 One of the things that BellSouth did, before turning  
 16 over the CLEC version of TAFI to the CLECs, we had some  
 17 of our retail repair attendants use it rather than the  
 18 BST version for actual customer trouble reports, and we  
 19 processed 10,000 actual retail trouble reports through  
 20 the CLEC version of TAFI over a month period, between  
 21 March and April of this year. I think that further  
 22 descriptions of the TAFI testing process were provided  
 23 to MCI. I'm not sure that was in this docket. I think  
 24 they were provided in another state.  
 25 Q. Has BellSouth compared the repair intervals of CLEC

1 TAFI to the BellSouth TAFI?  
 2 A. Again, that sounds like a performance measurements  
 3 question.  
 4 Q. Okay. You don't know?  
 5 A. That's right. I don't.  
 6 Q. Okay. Was there any carrier-to-carrier testing of TAFI  
 7 performed?  
 8 A. I don't know.  
 9 Q. Okay. Do you know whether any independent third party  
 10 has reviewed CLEC TAFI?  
 11 A. I don't know if any independent third party has  
 12 reviewed TAFI. TAFI is a system that's been used for  
 13 several years by BellSouth for its retail operations.  
 14 It's continued to perform reliably. It's fully  
 15 scalable. We can continue adding processors and have  
 16 done so for our retail operations. It's a system with  
 17 which we have substantial experience, and I don't think  
 18 we've done any - I don't think we've had a third party  
 19 validate that it has worked well for us for all those  
 20 years.  
 21 Q. Ms. Calhoun, I understand TAFI supports the resold  
 22 services for a CLEC. Does it also support unbundled  
 23 network elements?  
 24 A. Yes, as long as those unbundled network elements can be  
 25 identified with a telephone number, which is what TAFI

1 recognizes.  
 2 Q. And would those two unbundled network elements be ports  
 3 and interim number portability?  
 4 A. Yes.  
 5 Q. Okay. So it does not support any troubles or repair or  
 6 maintenance needs for unbundled loops?  
 7 A. No. It's my understanding that unbundled loops are  
 8 identified with a circuit number, not a switch-based  
 9 telephone number, and those would be reported - if a  
 10 CLEC wanted to report those electronically, those can  
 11 be reported through the electronic interface that has  
 12 been used for the past two and a half years by  
 13 interexchange carriers for circuits.  
 14 Q. Okay. That can be reported electronically, but it  
 15 would not be dealt with - the trouble would not be  
 16 dealt with electronically like TAFI does with the  
 17 resold service?  
 18 A. That's right. The electronic gateway doesn't have the  
 19 artificial intelligence of TAFI. It does, however,  
 20 conform with industry standards for trouble reporting  
 21 on those circuits. It can be used to report troubles  
 22 to obtain status information on a real-time basis on  
 23 the progress of those troubles and can be used for that  
 24 level of functionality as defined by the industry.  
 25 Q. And TAFI does not process complex business trouble

# ATTACHMENT 52



## **ESTIMATED AT&T ORDER AND INQUIRY VOLUMES**

### **WITHIN 60 DAYS OF THE END OF SERVICE READINESS TESTING AND THE BEGINNING OF MARKET ENTRY**

ORDERS PER WEEK	2,000
ORDERS PER DAY	400
ORDERS PER HOUR	50
PRE-ORDER INQUIRES PER HOUR	400

### **WITHIN 9 MONTHS OF THE END OF SERVICE READINESS TESTING AND THE BEGINNING OF MARKET ENTRY**

ORDERS PER WEEK	15,000
ORDERS PER DAY	3,000
ORDERS PER HOUR	375
PRE-ORDER INQUIRES PER HOUR	3,000

#### **KEY ASSUMPTIONS**

- 3 ADDRESS INQUIRES PER ORDER
- 1 FEATURES AND FUNCTIONS INQUIRY PER ORDER
- 2 NUMBER RESERVATION INQUIRES PER ORDER
- 2 DUE DATE AND APPOINTMENT SCHEDULE INQUIRES PER ORDER
- 8 INQUIRES PER ORDER ON AVERAGE

jmb/8/21/96

**AT&T PROPRIETARY AND CONFIDENTIAL  
PROVIDED TO BELL SOUTH UNDER TERMS OF A CONFIDENTIALITY  
AGREEMENT DATED APRIL 2, 1996. FOR USE BY ONLY THOSE  
BELL SOUTH EMPLOYEES WITH A NEED TO KNOW.**

# ATTACHMENT 53

## CHRONOLOGY OF RSAG SHUTDOWN

<u>Date</u>	<u>Extent and Duration of Problem</u>
August 6	RSAG was out of service for 1.5 hours during the day shift. 25 service representatives were affected.  At 6:00 p.m. the same day, RSAG again went down, and remained down until 9:00 p.m., when AT&T's outbound calling efforts ended.
August 7	RSAG was inaccessible for approximately 1 hour.
August 8	RSAG went out of service at 7:03 p.m., and was still out of service when AT&T ended its telemarketing operations at 9:00 p.m. The problem was corrected only overnight.
August 11	AT&T representatives were unable to connect to RSAG from 6:49 p.m. until service representatives ceased their activities at 9:00 p.m. The problem was corrected only overnight.
August 12	AT&T representatives were unable to access RSAG from 6:18 p.m. onward. The representatives attempted to work around this problem by attempting to stagger their logging on to RSAG. The problem still had not been resolved when the shift ended.
August 13	RSAG went down for 224 minutes. 120 sales representatives were affected.

## CHRONOLOGY OF RSAG SHUTDOWN

<u>Date</u>	<u>Extent and Duration of Problem</u>
August 18	AT&T representatives were unable to enter information in RSAG from 7:10 p.m. until telemarketing efforts ended at 9:00 p.m. The problem was corrected only during the night.
August 22	For 47 minutes, beginning at 1:43 p.m., 60 AT&T representatives were unable to access the RSAG application.
August 27	RSAG again was inaccessible for 47 minutes, beginning at 9:12 a.m. 35 sales representatives were affected. Later the same day, RSAG was again inaccessible for 6 minutes, affecting 60 sales representatives.
August 28	AT&T representatives experienced problems with RSAG at 8:13 p.m. Attempts to log on failed, and the sales representatives were finally sent home. The shutdown had lasted for 41 minutes when the shift ended.
September 3	Representatives were unable to log on to RSAG for 5 minutes, when BellSouth took its system down for a scheduled maintenance without notification to AT&T.

# ATTACHMENT 54

**STATE OF ALABAMA**  
ALABAMA PUBLIC SERVICE COMMISSION  
P.O. BOX 991  
MONTGOMERY, ALABAMA 36101-0991

JIM SULLIVAN, PRESIDENT  
JAN COOK, ASSOCIATE COMMISSIONER  
CHARLES B. MARTIN, ASSOCIATE COMMISSIONER

WALTER L. THOMAS  
SECRETARY

**BELLSOUTH TELECOMMUNICATIONS, INC.,**

**IN RE: Petition for approval of a  
Statement of Generally Available  
Terms and Conditions pursuant to  
§252(f) of the Telecommunications  
Act of 1996 and notification of  
intention to file a Petition for  
In-region InterLATA Authority with the  
FCC pursuant to §271 of the  
Telecommunications Act of 1996.**

**DOCKET 25835**

**ORDER**

**BY THE COMMISSION:**

**I. INTRODUCTION AND BACKGROUND**

By Order entered on February 20, 1997, the Commission established this docket to consider BellSouth Telecommunications, Inc.'s ("BellSouth" or "Petitioner") entry into the interLATA market in Alabama pursuant to §271 of the Telecommunications Act of 1996 (the '96 Act)<sup>1</sup>. Said order required BellSouth to file a notice with the Commission at least 90 days in advance of its filing of a Petition for In-region InterLATA authority in Alabama with the Federal Communications Commission ("FCC") pursuant to §271. The February 20, 1997 Order of the

---

<sup>1</sup>The Telecommunications Act of 1996, Pub.L.No. 104-104, 110 stat.56, codified at 47 U.S.C. §§151 et seq. Cites to sections of the '96 Act are accordingly cites to 47 U.S.C.

DOCKET 25835 - #2

Commission also required BellSouth to accompany said notice with certain information requested by the Commission and stated that the decision of whether to establish a public hearing to evaluate BellSouth's compliance with the requirements of §271 would be discretionary with the Commission.

On June 18, 1997, BellSouth filed with the Commission the required notice of the Company's intention to file a §271 Petition for In-region InterLATA authority with the FCC. Included with that notice was a draft Statement of Generally Available Terms and Conditions ("SGAT") for which BellSouth sought approval and review pursuant to §252 (f) of the '96 Act. BellSouth noted that it was delaying the filing of its official SGAT for a short period in order to allow the Commission additional time to analyze the SGAT and render a decision thereon. BellSouth indicated, however, that the final, official SGAT would not be substantially different than the draft version submitted.

BellSouth also indicated in its June 18, 1997 filing that it sought a determination that its SGAT was compliant with the requirements of §271(c)(2)(B). BellSouth additionally requested a determination from the Commission that its entry into the InterLATA market in Alabama will be in the public interest.

Following a preliminary review of BellSouth's initial filing, the Commission determined that the public interest would best be served by establishing public hearings to review BellSouth's SGAT pursuant to the provisions of §252(f) of the '96 Act and to evaluate BellSouth's compliance with the applicable provisions of §271(c) of the '96 Act. Those hearings were established for the week of August 18 - 22, 1997, pursuant to a corrected procedural notice issued by the

DOCKET 25835 - #3

Commission on June 30, 1997. The June 30, 1997, notice also established deadlines for the filing of direct testimony by all intervenors and rebuttal testimony by all parties.

The Commission received Petitions to Intervene in this cause from Sprint Communications Company, L.P. ("Sprint"); the Telecommunications Resellers Association ("TRA"); MCI Telecommunications Corporation and MCImetro Access Transmission Services, Inc. (collectively "MCI"); the Communications Workers of America ("CWA"); American Communications Services, Inc. ("ACSI"); AT&T Communications of the South Central States, Inc. ("AT&T"); DeltaCom, Inc. ("DeltaCom"); the Competitive Telecommunications Association ("CTA"); BellSouth Long Distance, Inc. ("BSLD"); the Alabama Interexchange Carriers Association ("AICA"); KMC Telecom, Inc. ("KMC"); Intermedia Communications, Inc. ("ICI"); the Attorney General of Alabama ("AG"); and ICG Telecommunications Group, Inc. ("ICG"). All of the aforementioned Petitions to Intervene were granted pursuant to a procedural ruling issued on August 14, 1997.

BellSouth presented substantial testimony in support of its petition, the overwhelming majority of which was prefiled with the Commission. BellSouth filed its formal SGAT with the Commission on August 8, 1997.

The intervenors, Sprint, BSLD, ACSI, AT&T, MCI, AICA, KMC, DeltaCom and ICI also submitted prefiled testimony and actively participated in the hearings which were held before the Commission on August 18 - 22, 1997. ICG and the AG were represented in the proceedings, but did not sponsor witnesses. The Commission staff was also represented and actively participated in the hearings through clarifying cross-examination.



## II. OVERVIEW OF THE BELL SOUTH FILING

As noted previously, BellSouth's June 18, 1997, filing which commenced formal action in this docket, contained a three-pronged request for relief. More specifically, BellSouth requested that the Commission (1) approve its SGAT pursuant to §252(f) of the '96 Act; (2) render a finding that the SGAT satisfies the 14-point checklist of §271(c)(2)(B) of the '96 Act; and (3) render a finding that BellSouth's entry into the interLATA long distance market in Alabama is in the public interest. It is the first two prongs of BellSouth's request that we are concerned with at this juncture of the proceedings conducted in this cause. We do not attempt, in this Order, to address the issue of whether BellSouth's entry into the InterLATA long distance market is in the public interest.

### A. The Commission's responsibilities pursuant to §252(f) of the Telecommunications Act of 1996.

§252(f) allows a BOC to, at any given point in time, prepare and file with a state Commission an SGAT for purposes of delineating the terms and conditions that such company generally offers within that state.<sup>2</sup> State commissions are required to complete their review of properly submitted SGATs not later than 60 days after their filing unless the submitting BOC agrees to an extension of time.<sup>3</sup> State commissions are allowed to continue to review SGATs beyond the 60-day time period established by the '96 Act, but must permit the SGAT being reviewed to go into effect following the sixtieth day unless the submitting BOC has agreed to an extension.<sup>4</sup>

---

<sup>2</sup>47 U.S.C. §252(f)(1)

<sup>3</sup>47 U.S.C. §252(f)(3)

<sup>4</sup>47 U.S.C. §252(f)(4)

DOCKET 25835 - #5

The criteria for reviewing an SGAT are well defined by the '96 Act. In rendering its decision, a state commission is precluded from approving an SGAT unless it complies with the requirements of §251 (and the regulations promulgated thereunder) and the pricing standards for interconnection, unbundled network elements, the transport and termination of traffic and resale established by §252(d).<sup>5</sup>

**B. The Commission's Responsibilities pursuant to §271 of the Telecommunications Act of 1996.**

BellSouth's request for a determination that its SGAT complies with the 14-point competitive checklist of §271(c)(2)(B) requires the Commission to engage in the consultative responsibilities established by the '96 Act at §271(d)(2)(B). When BellSouth files its Petition for In-region InterLATA authority in Alabama with the FCC, §271(d)(2)(B) requires that the FCC consult with the Commission "in order to verify the compliance of the Bell operating company with the requirements of Subsection(c)" of §271 prior to rendering a determination on BellSouth's filing.

BellSouth's reliance on its SGAT to demonstrate that it meets the requirements of §271(c)<sup>6</sup> requires BellSouth to demonstrate that it is generally offering access and interconnection in accordance with the applicable provisions of §251 and §252<sup>7</sup>. In particular, §271(c)(2)(B) requires that BellSouth generally offer nondiscriminatory access

---

<sup>5</sup>47 U.S.C. §252(f)(2)

<sup>6</sup>For the limited purposes of this Order, we do not herein attempt to address the issue of whether Track A or Track B is available to BellSouth.

<sup>7</sup>47 U.S.C. §§271(c)(2)(B)(i) and (ii)

DOCKET 25835 - #6

to its: poles, ducts, and conduits, etc.; unbundled local loop; unbundled local transport; unbundled local switching; 911/E911, directory assistance services, and operator call completion services; white pages directory listings; telephone numbers; databases and associated signaling; and number portability.<sup>8</sup> Additional obligations imposed by §271(c)(2)(B) require BellSouth to generally offer dialing parity, reciprocal compensation and resale service subject to the applicable requirements of §§251 and 252.<sup>9</sup>

**C. The Commission's Process of Review**

Due to the substantial overlap of the legal and technical obligations imposed on BellSouth by §§252(f) and 271(c)(2)(B), we have attempted to fulfill our statutory responsibility of reviewing BellSouth's SGAT pursuant to §252(f) by conducting an analysis of the individual checklist requirements of §271(c)(2)(B). This is the approach which most effectively lends itself to rendering the determinations sought in this proceeding by BellSouth.

**III. DISCUSSION AND CONCLUSIONS**

The Commission staff has been working diligently to ensure that this Commission fulfills its statutory responsibilities in reviewing BellSouth's petition. We have closely monitored these proceedings and the work that has been performed by the staff to this point.

It has become increasingly apparent from our review that BellSouth's request for the Commission to approve its SGAT pursuant to §252(f) and to find that SGAT compliant with

---

<sup>8</sup>47 U.S.C. §271 (c)(2)(B)(iii) - (xi)

<sup>9</sup>47 U.S.C. §271(c)(2)(B)(xii) - (xiv)

DOCKET 25835 - #7

§271(c)(2)(B) is, at this juncture, premature. We recognize that BellSouth has made substantial progress towards meeting the Act's requirements to obtain In-Region InterLATA authority, but it nonetheless appears that BellSouth's petition is not yet timely.

Our conclusions herein are based primarily on two areas of concern. First, the rates BellSouth relies on in its SGAT have not been determined to be cost based as required by §252(d). We note, however, that the Commission has just recently completed public hearings concerning the establishment of cost-based rates for unbundled network elements in Docket 26029. A Commission decision establishing those rates will resolve the vast majority of our concerns regarding cost-based rates.

The second major area of concern the Commission has with rendering a decision regarding BellSouth's SGAT at this time relates to the access BellSouth currently provides to its Operational Support Systems ("OSS"). It appears to us that BellSouth's OSS interfaces must be further revised to provide nondiscriminatory access to BellSouth's OSS systems as required by §251(c)(3) of the '96 Act. We have concerns that such nondiscriminatory access is not currently being provided.

We believe the most expeditious and effective method of ensuring that those OSS shortcomings are rectified in a timely manner is for the Commission to institute a further proceeding in this Docket wherein BellSouth must give a live demonstration of its OSS systems for the Commission, our staff and the intervenors in this cause. We believe that such a demonstration in a setting where the parties can engage in hands-on, give-and-take will be the most effective means of remedying the concerns we have with BellSouth's OSS interfaces. We

DOCKET 25835 - #8

further believe, however, that it is necessary for the Commission to establish performance standards in the OSS proceedings ordered herein so that BellSouth's provisioning of service to its competitors can be meaningfully compared to BellSouth's internal performance.

As was discussed on the record at our October 6, 1997 public meeting of the Commission, we believe that the measures discussed above are necessary steps in the process of bringing local and long distance competition to Alabama. We view the process of reviewing BellSouth's SGAT for purposes of determining checklist compliance as a continuing one which will be most effective if there is a constructive dialogue between the affected parties. Our initial proceedings in this cause were merely the first step in the on-going process of ensuring that local and long distance competition develop in this State.

Our views in this regard are apparently shared by BellSouth. BellSouth, through its Alabama President of Operations, Mr. R. Neal Travis, concurred with our recommendation that BellSouth waive the 60-day deadline of §252(f) indefinitely so that the cost and OSS proceedings discussed above can be brought to fruition. We view BellSouth's willingness to waive the statutory deadline indefinitely so that the expressed concerns regarding SGAT rates and OSS access can be resolved as a good faith measure. BellSouth's actions in this regard demonstrate the Company's commitment to doing its part to ensure that competition comes to all of Alabama's telecommunications markets.

**IV. ORDERING CLAUSES**

IT IS, THEREFORE, ORDERED BY THE COMMISSION, That the deadline for this Commission's decision as to whether BellSouth Telecommunications, Inc.'s August 8, 1997 SGAT

DOCKET 25835 - #9

meets the requirements of §252(f) of the Telecommunications Act of 1996 and is compliant with the provisions of §271(c)(2)(B) of the Telecommunications Act of 1996 is, with the oral and written concurrence of BellSouth Telecommunications, Inc., hereby suspended indefinitely. The Commission will, however, endeavor to render its determinations in this regard as expeditiously as possible following the completion of the Operational Support Systems proceedings ordered herein and the cost proceedings being conducted under Commission Docket 26029.

IT IS FURTHER ORDERED BY THE COMMISSION, That BellSouth Telecommunications, Inc. shall conduct a live, public demonstration of the electronic interfaces allowing access to its Operational Support Systems for the Commission, the Commission staff, and the intervenors to this proceeding at 9:30 a.m., on December 18, 1997, in the Commission Hearing Room, Suite 900, 100 North Union Street, Montgomery, Alabama 36104. BellSouth shall be further prepared to demonstrate or explain in detail any manual interfacing requirements it currently has in place with regard to its Operational Support Systems.

IT IS FURTHER ORDERED BY THE COMMISSION, That the intervenors in this cause who desire to participate in the above-noted Operational Support Systems demonstration shall file documentation listing the electronic interfaces they envision utilizing in their provision of local service in Alabama and the purported deficiencies in those interfaces as proposed by BellSouth no later than November 14, 1997. Such filings shall include any performance measures proposed by the intervenors to the extent that they have not already been addressed on the record in this proceeding.

DOCKET 25835 - #10

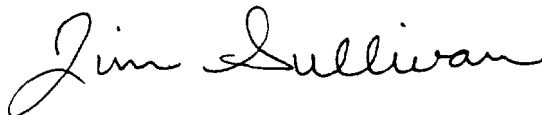
IT IS FURTHER ORDERED BY THE COMMISSION, That BellSouth Telecommunications, Inc. shall file its written responses to the claims of deficiencies in its Operational Support Systems interfaces and to any performance measures proposed by the intervenors no later than December 5, 1997.

IT IS FURTHER ORDERED BY THE COMMISSION, That jurisdiction in this cause is hereby retained for the issuance of any further order or orders that may be deemed just and reasonable in the premises.

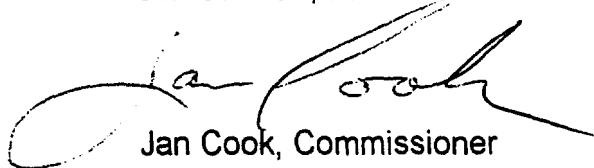
IT IS FURTHER ORDERED, That this Order shall be effective as of the date hereof.

DONE at Montgomery, Alabama, this 16<sup>th</sup> day of October, 1997.

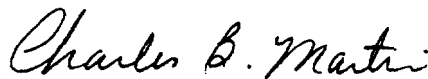
ALABAMA PUBLIC SERVICE COMMISSION



Jim Sullivan, President

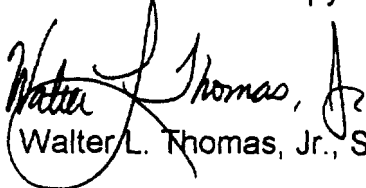


Jan Cook, Commissioner



Charles B. Martin, Commissioner

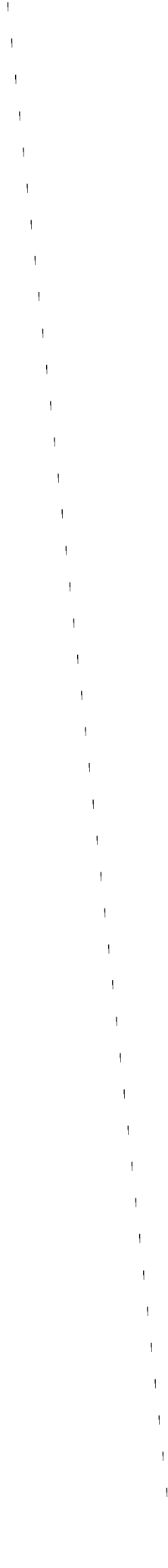
ATTEST: A True Copy



Walter L. Thomas, Jr., Secretary



ALL STATE LEGAL 800-222-0610 EDS11 RECYCLED





Before the  
FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON, D.C. 20554

In the matter of

Application by BellSouth Corporation,	)	
BellSouth Telecommunications, Inc.,	)	
And BellSouth Long Distance, Inc. for	)	CC Docket No. 97-208
Provision of In-Region, InterLATA	)	
Services in South Carolina	)	

**AFFIDAVIT OF**

**JIM CARROLL**

**ON BEHALF OF**

**AT&T CORP.**

**AT&T EXHIBIT D**